

## **COMMUNITY ADVOCATES JOB DESCRIPTION**

**Job Title: Energy Assistance/Utilities Receptionist**

**Supervisor: Energy Assistance/Utilities Manager**

### **Position Summary:**

This temporary position is responsible for the professional and efficient managing of consumers, visitors, telephone calls and messages, as well as a variety of clerical duties that support energy assistance/utilities services, information and referrals, and the operation and presentation of a professional office. Ability to speak Spanish and/or Hmong highly desirable.

### **Essential Functions and Responsibilities:**

1. Ensures knowledge of staff whereabouts and maintains accurate and complete sign-in/sign-out procedures for on-site staff and consumers.
2. Promptly, accurately, professionally and courteously receives 100% of all telephone calls and visitors.
3. Promptly, accurately, professionally and courteously assesses 100% of received calls/inquiries and directs and/or records and relays messages.
4. Adept at using all features of the telephone system and voice mail.
5. Assists consumers/volunteers/visitors with parking properly at the office.
6. When on duty, ensures the reception station is staffed 100% of the time.
7. Signs for deliveries when necessary and notifies recipients.
8. As needed, informs supervisor in advance as to supply needs and if office equipment is not functioning properly.
9. Ensures that common areas are equipped with office supplies as needed.
10. Maintains a thorough working knowledge of and adheres to organization/project policies, regulations and procedures.
11. Keeps immediate supervisor well-informed of activities, results of efforts and problems identified or potential problems, recommends corrective actions to immediate supervisor.
12. Respects confidentiality in discussing participant/consumer, staff, volunteers and organizational matters
13. Maintains confidentiality of organization fiscal and personnel related information.
14. Performs routine office tasks necessary for the operation and presentation of a professional office as observed by the supervisor.
15. As needed, assists with clerical tasks to include typing, filing, proofreading, maintaining service logs and data entry.
16. Exhibits genuine concern for participants and always conducts oneself appropriately and professionally.
17. Reports to work regularly and on time.
18. Must have vehicle and insurance.
19. Must travel to other locations locally to provide coverage.
20. Assists in other duties as needed and directed.

This is a temporary, full-time position. Pay is \$10.00 per hour.

To apply: Email resume and cover letter to [jobs@communityadvocates.net](mailto:jobs@communityadvocates.net) with “Energy Assistance/Utilities Receptionist” in the subject line of the email. Deadline to apply is January 31, 2020.